



# HWCB Annual Report 2017/18

Diana Blackmun, HWCB CEO

31<sup>st</sup> October 2018

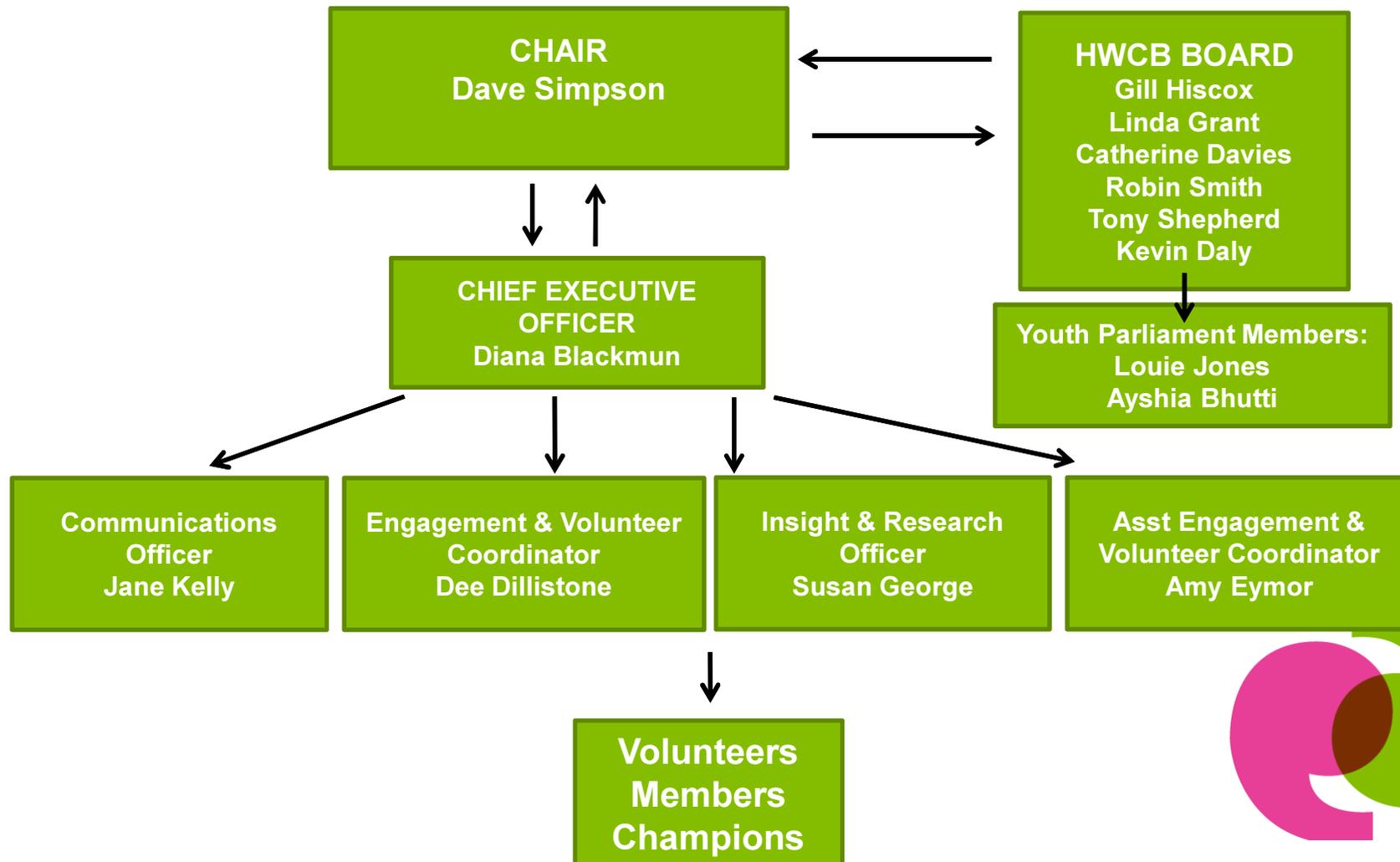
# Key Function

Healthwatch is the independent consumer champion created to gather and represent the views of the public. We play a vital role at both national and local level to make sure that your experiences of health and social care are taken into account by the service providers.

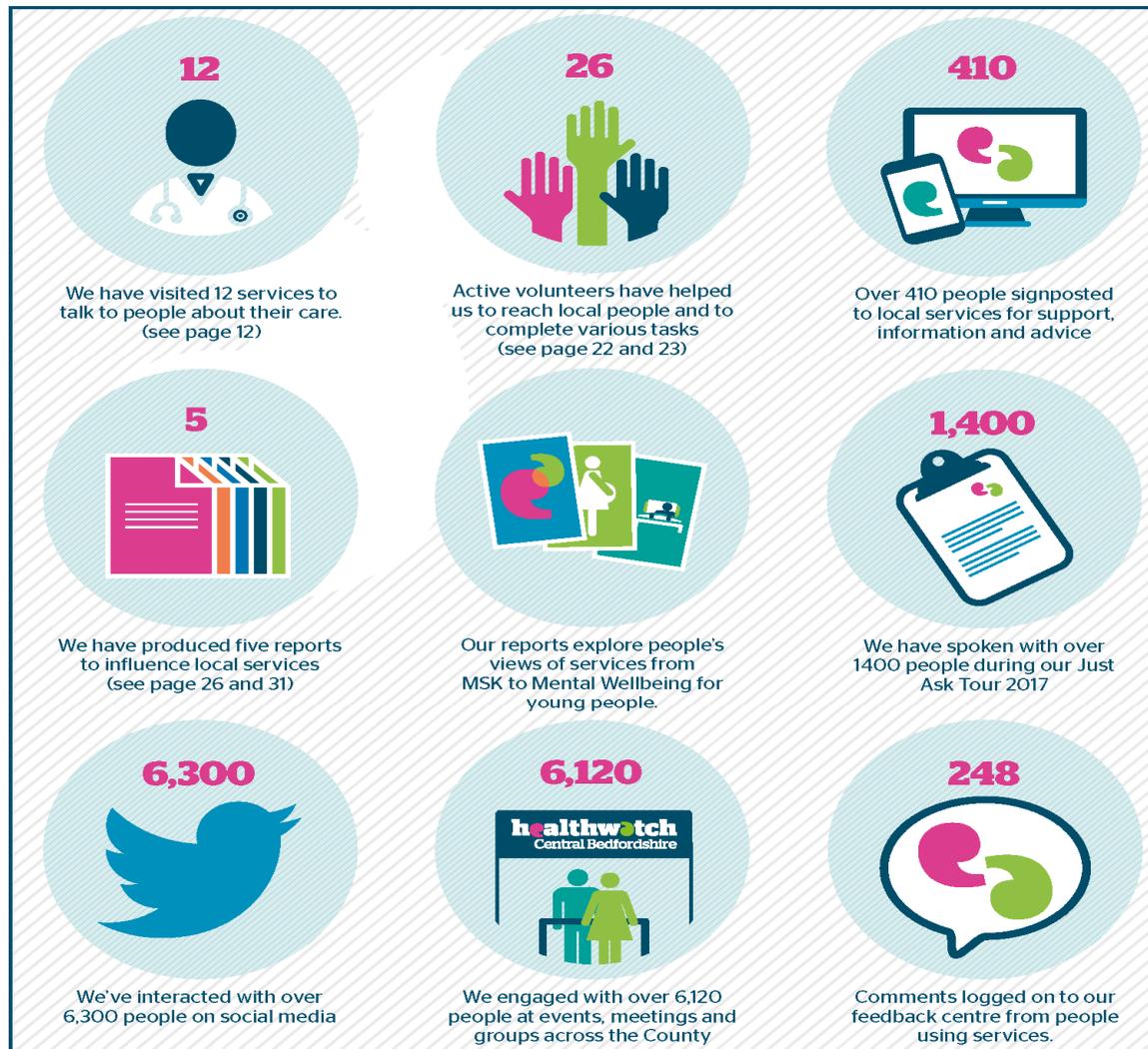


# HWCB - Structure

Company Limited by Guarantee & a Registered Charity

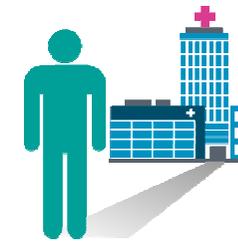


# Highlights 2017/18



# Activities 2017/18

- ⌘ Website - feedback centre
- ⌘ Outreach project, Just Ask
- ⌘ Listening Events
- ⌘ Hidden Voices
- ⌘ Surveys / Questionnaires / Reports
- ⌘ Signposting service
- ⌘ Projects and Events
- ⌘ Robust Enter & View programme
- ⌘ Festival for Older People
- ⌘ Young Healthwatch
- ⌘ Mock CQC Inspections
- ⌘ Filming
- ⌘ Procurement Panels representing Patient/User voice
- ⌘ Committees & Boards



# What are people telling us?

- ⌘ **Mental Health:** Inadequate support following crisis care; self-harming considered a 'coping strategy' by many young people.
- ⌘ **Young People:** find it difficult to approach healthcare professionals; lack confidence to express their feelings; place a large emphasis on the importance of feeling 'listened to'.
- ⌘ **Acute Trusts:** dissatisfaction with treatment, lack of care and understanding shown to relatives particularly following a bereavement.
- ⌘ **Deaf Services:** Limited support provided during hospital stay leading to poor quality of care.
- ⌘ **GP Surgeries:** lack of consistency in service provision, long waiting times for appointments.
- ⌘ **Transport:** Non-Emergency Patient Transport Service & affordable transport to hospital/healthcare appointments.
- ⌘ **Carers:** Find it challenging to access the information they need, particularly how to access respite care.
- ⌘ **Domiciliary Care:** difficulty in securing a local agency to provide care in a rural location, inconsistency of carers.
- ⌘ **Residential Care:** CQC report rated a home as 'inadequate', HWCB conducted an independent review. Concerns raised during serving of meals.



## What did we do with the information?

- § **Met with ELFT staff** to discuss feedback about MH services and discussed how HWCB can support the CMH Teams to ensure the voice of the service user is heard and acted upon.
- § **Worked with Young HW** to develop a supportive tool for young people to use on their first independent visits with a healthcare professional which includes a body map. Available to download on Young HW website.
- § **Worked with PALs at the Acute Trusts** to highlight patient dissatisfaction with the way their complaint was managed and wrote directly to CEO to highlight relatives concerns. Hospital acknowledged that learning is identified and action taken to prevent re-occurrence.
- § **Highlighted the concerns of deaf patients to local acute trust** and community services with recommendations for improvement and developed a survey of deaf patients experience to include young people, in collaboration with a local support group.
- § **Worked with GP Practices & the BCCG** to highlight patient concerns and to help educate patients to access a healthcare professional other than a GP.



## What did we do with the information?

- § **Worked with service user of NEPTS to develop a snapshot survey** to gather evidence from a wider sample of patients. Report highlighted a poor quality service for both patients, Carers and staff. Strong actions recommended to urgently improve the service.
- § **Invited Carers** across Central Beds to talk about their experiences, the challenges they face and their ideas for how they can be better supported, on film, which was shown to HWB Board and BCCG Governing Body with suggested actions.
- § **Worked with CBC** to design a postal questionnaire to give current users the opportunity to shape the way in which domiciliary care services are provided in the future.
- § **Representatives spent a day at residential care home** talking with residents, families and staff. Promotion of privacy, dignity and respect for residents clearly in evidence. HWCB report highlighted a concern which was immediately addressed. Feedback given at Provider Performance Meeting.



# Working in the Local Community

- ⌘ **Falls Prevention Report:** Survey to find out what level of awareness and understanding exists amongst the population of Central Beds about the best ways to prevent falls and whether people have the williness to ‘future proof’ their homes in advance of need and eliminate risk through good planning.
  
- ⌘ **BLMK Snapshot Survey:** Worked with HW colleagues from Beds, Luton and MK, to determine local people’s understanding of the STP; whether they were aware of Plans for their area and if so, how involved they are and how to achieve good communication.
  
- ⌘ **Musculoskeletal (MSK) Survey:** Giving local people the opportunity to have their say about the quality of service and to shape the way services are delivered in the future.
  
- ⌘ **Young People’s Mental Wellbeing Project:** Worked with a group of young people to develop a mental health survey to gather feedback about their knowledge and understanding of mental health.
  
- ⌘ **Newsletters / Ebulletins / Website -** Providing up to date information about health and social care services delivered locally.



# Top Priorities for 2018/19

Listening to the views of local people; influencing service design and delivery and continuing to champion the voice of local people -

## Top priorities include:

- § Mental Health services, access and experience for both adults and young people;
- § Deaf Services - investigating the deaf patients experience accessing primary and secondary care;
- § Homelessness - engaging with vulnerable groups at risk, identifying challenges, needs and support;
- § Out of hours services - review of current services to include 111, extended hours and planned UTC.



## Recent Highlights 2018

### § Joint Working Board:

- HWCB & HWL collaborated on a joint consortium bid to tender for the provision of a local HW service in Luton, starting from 1<sup>st</sup> April 2018.
- Set up a Joint Working Board which feeds into the two individual Boards of each organisation.
- Role of JWG is to oversee and promote closer collaborative working across each organisation, with a particular focus on shared health and care services commissioned and delivered in Bedfordshire.



### § HWCB Awards:

- Central Beds Cheering Volunteering Award - HWCB Volunteer received 'Outstanding Contribution' Award in June 2018.
- HW Eng Network Awards 2018 - HWCB received 'Highly Commended' for 'Giving People the Advice and Information they need'.



# Questions?

